

Ayman Ismail



Contact

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Skills

- Soft Skills
- Computer Skills
- Microsoft Office
- Team Work
- Leadership

Summary

Experienced Senior Human Resources with a demonstrated history of working in Hospitality Chains industry.

Skilled in Operation Management, Customer Service Management, Leadership and Team Management.

Possess the knowledge, skills and abilities and able to explain and demonstrate that I can perform the essential functions of the job, using some other combination of knowledge, skills, and abilities.

Thorough knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, workers' compensation, wage and hour issues, and labor relations, including, but not limited to the following status and their comparable state and local laws.

Working knowledge of wage and salary, employment and benefits administration and payroll.

Ability to create, implement and monitor hotel and staff goals, strategies and policies.

Ability to be resourceful, creative and maintain flexibility.

Ability to train, motivate, evaluate, mentor and direct employees and managers to meet desired ends.

Experience

Assistant Manager Human Resources - June, 2022 to Present EL Jazira Group & Nile Maxim

Position Purpose:

- Assists in carrying out the daily activities of the Human Resource Office including recruitment, total compensation, and training and development. Additionally, he/she assists in delivering HR services that meet or exceed the needs of employees and enable business success; as well as ensuring compliance with all applicable laws, regulations and operating procedures.

Responsibilities:

- Assists in the interviewing and hiring of Human Resource employee team members with the appropriate skills, as needed.
- Assists in establishing and maintains contact with external recruitment sources.
- Attends job fairs and ensures documentation of outreach efforts in accordance with Human Resource Standard Operating Procedures
- Assists in monitoring candidate identification and selection process.
- Performs quality control on candidate identification/selection.
- Assists with departmental orientation program for employees to receive the appropriate new hire training to successfully perform their job.
- Ensures employees are cross-trained to support successful daily operations.
- Assists with coordination and facilitation of new hire orientation program to generate a positive first impression for employees and emphasize the importance of guest service in company culture.
- Ensures attendance by all new hires and participation of the leadership team in training programs
- Assists with ensuring departmental orientation processes are in place and employees receive the appropriate new hire training to successfully perform their job.

Languages

Arabic – Native
English - Fluent

Honors & Awards

Best Employee of the Month June 2019 at **Le Meridien Heliopolis Hotel**.

Certificate **Award for Casting** at **The Westin Hotel** (May 2020)
In recognition for the outstanding support & participation in marketing activities.

Departmental Trainer Certificate Award for the period Feb, 2020 to Dec, 2020 at **The Westin Hotel**

HR Supervisor – Sep, 2021 to May, 2022

Sheraton Cairo Hotel & Casino

Position Purpose:

- Support the Assistant HR Manager by coordinating and leading the efforts of the human resources team in the day to day operation.
- Align the human resources function with the overall strategy of the hotel operation.

Responsibilities:

- Assist in monitoring/tracking employee relations issues including resolution and follow-up.
- Assist and support management and the leadership team with handling and resolving Human Resources issues.
- Monitor all hiring and recruitment processes for compliance with all local, state, and federal laws and company policies and standards.
- Inform Human Resources management of issues related to employee relations.
- Respond to questions, requests, and concerns from employees and management regarding company and Human Resources programs, policies and guidelines.
- Disseminate information to employees related to employer-employee relations, employee activities, and personnel policies and programs.
- Review and ensure accurate maintenance of all employee records and files (e.g., interview documents, I-9's).
- Assist in logistics, administration, and scheduling of annual employee surveys.
- Assist management in hiring, training, scheduling, evaluating, counseling, disciplining, and motivating and coaching employees.
- Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager.
- Maintain confidentiality of proprietary information.
- Welcome and acknowledge all guests according to company standards.
- Speak with others using clear and professional language; answer telephones using appropriate etiquette.
- Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees.
- Enter and locate work-related information using computers and/or point of sale systems.

HR Supervisor – Jul, 2021 to Sep, 2021 (Project per opening)

Le Ciel Hotel

Position Purpose:

- Align the human resources function with the overall strategy of the hotel operation
- Supporting the Assistant HR Manager in the day to day operation

Responsibilities:

- Monitor all hiring and recruitment processes for compliance with all local, state, and federal laws and company policies and standards.
- Applying knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, workers' compensation, wage and hour issues, and labor relations, including, but not limited to the following status and their comparable state and local laws.
- Creating, implementing and monitoring hotel and staff goals, strategies and policies.
- Training, motivating, evaluating and mentoring direct employees and managers to meet desired ends.
- Participate in (and lead when necessary) all departmental and hotel-wide meetings.
- Prepare and analyze data, figures and transcriptions prepared on and generated by computer.

HR Coordinator – Feb, 2020 to Jun, 2021

The Westin Cairo Golf Resort & Spa, Katameya Dunes

Responsibilities:

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor
- Follow company and department policies and procedures
- Ensure uniform, name tags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.
- Monitor all hiring and recruitment processes for compliance. Assist with internal transfers and external hires.
- Assist with the coordination of pre-hire checks. Notify applicants of results. Schedule and track orientation
- Coordinate all on-boarding activities for new hires (new hire set-up, job descriptions, paperwork).
- Follow all employment compliance standards for newly hired employees (I9, Job Requisition Files, Personnel Files, etc.) Maintain and validate all personnel records in HR Systems (Peoplesoft, GRS, E-Verify, etc.)
- Follow-up on all outstanding new hire paperwork
- Assist management with HR Audits.
- Maintain tracking systems to ensure all audits are completed timely and accurate.
- Assist with department LOA procedures and processes.
- Prepare and review written documents (e.g., daily logs, business letters, memoranda, reports), including proofreading and editing written information to ensure accuracy and completeness.
- Assist management in screening resumes, conducting interviews and selecting new hourly hires using selection tools and systems.

HR Specialist – Jan, 2019 to Jan, 2020

Le Meridien Heliopolis Hotel

Position Purpose:

- Support day to day process in human resources and assist the Assistant HR Manager in implementing hotel strategy, including coaching and counseling recruits, and hiring and retaining the best employees.
- Assist in reward and recognition programs and training strategies.

Responsibilities:

- Act as system administrator, responsible for managing and directing the operation and maintenance of the entire HR system.
- Monitor execution of regularly scheduled pay increases in conjunction with the timely administration of the line staff performance appraisal system. Input other personnel actions into HR system.
- Provide “first line of defense” in the management of workers’ compensation claims.
- Act as the hotel’s liaison with workers’ compensation carrier to ensure prompt and thorough review of open claims and to ensure that claims are closed as quickly as possible.
- Assist in the efficient and timely hiring of employees for the hotel through established policies and procedures.
- Develop broad-based recruiting/resource contacts, reduce applicant quantity and increase applicant quality.
- Coordinate in-house transfers and promotions.
- Coordinate and assist in conducting new hire orientation
- Track all applications/resumes from acceptance through final disposition.
- Communicate status of individual applications to interested parties as needed.
- Track all position requisitions, manually and on computer.
- Complete all employment verification
- Responsible for requisition and employee vacancy posting process

HR Clerk – Jan, 2019 to Jan, 2020

Le Meridien Heliopolis Hotel

Responsibilities:

- Monitor all hiring and recruitment processes for compliance with all local, and company policies and standards.
- Assist employees with internal and external transfer requests and procedures.
- Monitor and assist managers/supervisors with hiring processes and issues.
- Coordinate and conduct applicant reference checks, background checks, in accordance with company procedures.
- Maintain applicant flow, orientation and transfer request logs
- Communicate to all applicants receiving a job offer the necessary documentation required to bring on first day of employment in order to complete employment verification forms.
- Create and maintain new hire files and enter them into PeopleSoft.
- Create new employee personnel file.
- Assist with orientation of new employees.
- Train new hires on Human Resources processes, programs, policies, information systems, etc.
- Support processing and maintenance of payroll records in accordance with policies and procedures, as necessary.
- Maintain confidentiality and security of employee and property records, files, and information.
- Respond to questions, requests, and concerns from employees and management regarding company and Human Resources programs, policies and guidelines.
- Inform Human Resources management of issues related to employee relations within the division or property.
- Post all necessary legal or regulatory notices related to Human Resources in view of all employees as required by law.
- Assist and support management and the leadership team with handling and resolving Human Resources issues.
- Maintain confidentiality of proprietary materials and information.
- Protect the privacy and security of guests and coworkers.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.
- Talk with and listen to other employees to effectively exchange information.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Answer telephones using appropriate etiquette Answer phone calls and record messages.
- Create and type office correspondence using computer. Create and maintain filing systems.
- Generate Human Resources data reports as required or as requested.
- Serve as Human Resources subject matter expert and participate on project teams.

Operation Officer – Apr, 2016 to Aug, 2017

VFS Global Visa Application Center

Responsibilities:

- Coordinating between applicants & embassies by getting the required documents and sending them to the desired embassy

Account Advisor, English Account – Oct, 2015 to Mar, 2016

Raya Contact Center

Responsibilities:

- Handling customer calls & inquiries
- Making sure about customer satisfaction

HR Trainee – May, 2015 to Oct, 2015

Cairo Marriott Hotel & Omar Khayyam Casino

Education & Courses

High School

ElMakrizi Experimental Language School - 2007

Bachelor of Management & Information System Technology

Modern Academy – Jul, 2007 – Jun, 2013

PHR, Professional in Human Resources

EgyCham & Ain Shams University – Mar, 2018 – May, 2018

SPHRI, Senior Professional International Human Resources

EgyCham & Ain Shams University – Mar, 2018 – May, 2018

HR Foundations

Understanding Business

Connecting with Executives

Talent Management

HR as a Business Partner

Connecting with Executives

LinkedIn Learning – Feb, 2021

Certificates available [here](#)

References

Ashraf Fouad Michel, +201003833833

General Manager, Sheraton Cairo Hotel & Casino

Magdy Moustafa, +201223923802

Director of Human Resources, Cairo Marriott Hotel & Omar Khayyam Casino

Tawfek El Shenawy, +201014611114

Director Complex, The Westin Cairo Hotel & Le Meridien Cairo Airport Hotel

Eman El Tanani, +201220003426

Human Resources Manager, Le Ciel Hotel